



Calling 911 to Report a Potential Natural Gas Incident

Pipeline operators maintain close relationships with local emergency response officials. These partnerships help prevent natural gas incidents, as well as assures that appropriate individuals are prepared to respond immediately and effectively in the unlikely event of an emergency.

911 call centers provide a critical response role. The actions of a 911 dispatcher can save lives, direct the appropriate emergency responders to the scene, as well as protect our state's infrastructure.

When reporting a potential natural gas incident, you can help the 911 operator by:

- If you suspect a natural gas leak, immediately moving to a safe location upwind of the potential release, remembering that touching or using a cell phone near the leak could produce a spark.
- Assisting those in the area to safety before calling 911.
- Describing to the operator what you have witnessed and where you are located.
- If possible, obtaining and sharing information about the pipeline, such as the operator's name, the product being transported and the emergency response number, which can be found on a nearby pipeline marker.
- Reporting on the environmental conditions, specifically wind direction and speed.

If the 911 center cannot be reached, please call the pipeline's emergency phone number listed on the pipeline marker.